

Service Date: May 31, 2002

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

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IN THE MATTER OF Directory Service, Inc.,)	UTILITY DIVISION
Network Comm. Group, and Integretel Complaint)	
by the Montana Public Service Commission)	DOCKET NO. D2002.3.29
Regarding Unauthorized Charges on Customers')	ORDER NO. 6411a
Telecommunications Bills)	

TO: Integretel
P.O. Box 611987
San Jose, California 95161

ORDER

At a regularly noticed work session, held on May 14, 2002, the Montana Public Service Commission (PSC) took the following action in the above captioned matter:

On March 8, 2002, a Complaint was filed against Integretel for violations of § 69-3-1301 et seq MCA and ARM 38.5.3901 through 3913. Integretel filed a response to the Complaint on April 12, 2002, in which it asserts that the Montana PSC does not have jurisdiction over it because it is not a telecommunications carrier. However, Montana law prohibits unauthorized charges being placed on a customer's telecommunications bill by a "telecommunications carrier or other entity." § 69-3-1303(3). Penalties may be imposed up to \$1,000 per violation. § 69-3-1305(3).

Integretel placed over 60,000 charges on telecommunications bills in Montana for services that were allegedly provided by Directory Services Inc. (DSI) and Network Communications Group (NCG). To date, none of the charges billed by Integretel has been verified as legitimate, and the PSC has received over 300 complaints of unauthorized charges being placed on customers' bills by Integretel. DSI did not respond to the complaint issued on March 8, 2002; NCG responded with two letters, dated March 14, 2002 and March 20, 2002, each of which states that credit was issued to Montana consumers through Integretel. The letters from NCG authorize Integretel to release those reserves to issue credits to all Montana accounts that were billed.

THEREFORE, the Commission hereby directs Integretel to issue credits in full to each and every Montana account billed from December 2001 onward for DSI and NCG. Any credits that have already been issued, for which verification is shown, may be deducted. Integretel must notify the Commission in writing when it has completed issuance of the full credits and provide information as to when the credits will appear on the affected customers' accounts. Upon verification by the PSC that all accounts have been credited in full, the Complaint against Integretel will be dismissed and this docket closed.

If no action is taken within twenty days of the date of this Order, the Commission shall proceed against Integretel for the maximum penalties provided by law.

DONE AND DATED this 14th day of May, 2002 by a vote of 5-0.

BY ORDER OF THE MONTANA PUBLIC SERVICE COMMISSION

GARY FELAND, Chairman

JAY STOVALL, Vice Chairman

BOB ANDERSON, Commissioner

MATT BRAINARD, Commissioner

BOB ROWE, Commissioner

ATTEST:

Rhonda J. Simmons
Commission Secretary

(SEAL)

NOTE: Any interested party may request the Commission to reconsider this decision. A motion to reconsider must be filed within ten (10) days.